

Professional Services



Integrated Contact
Centre Consultancy



Skills



Knowledge



Expertise

Who knows contact centres better than us?

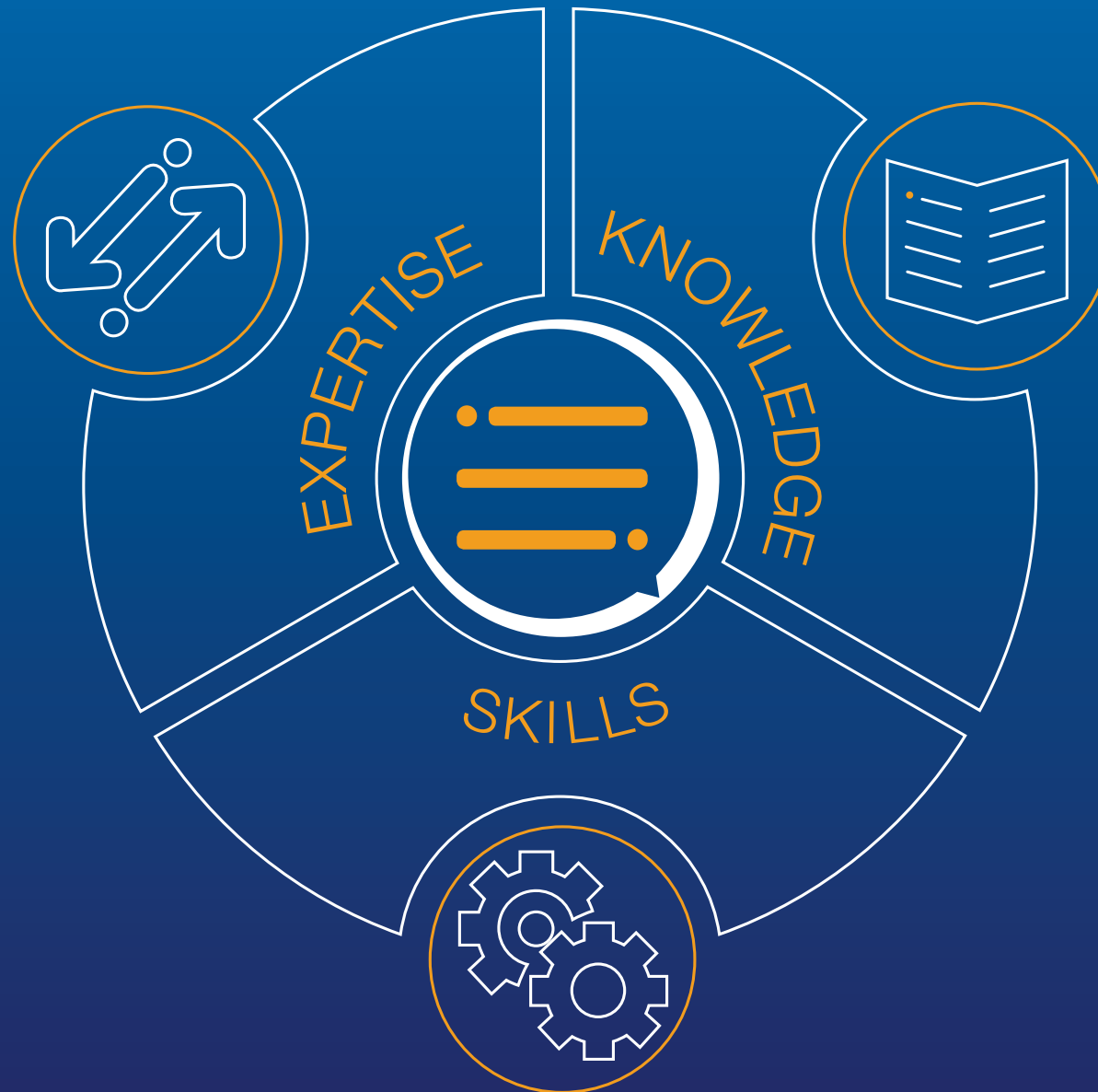
Our journey began in 1999, under the direction of Sandra Busby and the creation of the first employer-led contact centre forum, offering strategic direction and support for contact centres in Wales.

Nearly 20 years later our passion for the industry has developed our knowledge across all sectors and functions including strategy, operations, process management and IT/telephony.

We now feature a strong team of consultants with exceptional experience of the service industry and contact centres in the UK, Europe and world-wide.

We understand the issues and work with you in a collaborative way to ensure a step-change in culture and performance.

Led by the multi award winning Lynda Campbell, our consultancy offers exclusive access to skills, knowledge and expertise that will put you at the heart of innovation and best practice within the industry.



The Team



Knowledge
Sandra Busby



Strategy
Lynda Campbell



Operations
John Connolly



IT/Telephony
Andy Chivers

who we are...



What we do

A one-stop check for organisations of all sizes, across all platforms and delivery to include:

- On-site analysis (research and build understanding)
- Recommendations for development
- Optional support for implementation



#1 Customer

- Ease of doing business (analysis of customer effort)
- Customer outcomes
- Customer strategy
- Process design (six sigma / lean)

#2 People

- How engaged are the team with your strategy and brand?
- Leadership – how well do your leaders listen to their teams?
- Measurements and incentives that drive the right outcome
- Emotional intelligence and the correct use of language and tone
- Recruitment, training and development strategy and plans
- Cohesive approach to fixing your business (how well does this work?)

#3 Organization

- Do your basic processes support your strategy
- Cultural diagnostic – what does it feel like to work here?
- Organisational design and structure
- Transformation and support
- Contact centre resource and planning health check
- Benchmarking

Testimonials

Mark Oliver

Director of Business Services

Wales & West Utilities Ltd

www.wwutilities.co.uk



The health check service carried out by Welsh Contact Centre Forum consultancy gave us so much food for thought in how we set ourselves up for future success. It was very comprehensive and not only covered all aspects of our current service but also helped us think about our future strategy as the focus on Smart Metering starts to ramp up which was hugely beneficial. The report suggested many ways to improve and importantly gave us guidance and support on how to implement these opportunities.

We were delighted with the output and have been working through the improvement plans to implement many of the recommended changes. We would highly recommend the Welsh Contact Centre Forum for its consultancy and professional services.



“
consultancy gave us so
much food for thought
”

Kerry Teagle

Head of Client Services

Sovereign Housing

www.sovereign.org.uk



“
the type of service they
want for their customers
”

We were delighted with the output from the Forum following our request for a new quality model. Sovereign had recently merged with another business and we wanted a QM that would fit both businesses and start to build consistency in our service. What we actually got was a Quality Model that builds our future customer experience, suggested ways on a successful implementation and elevated customer experience we can build towards.

What we were delighted with was a series of recommendations both operational and strategic that would help Sovereign build in future years to the type of service they want for their customers. The board at Sovereign has also seen this report and requested additional meetings with the Forum to discuss our findings and challenge the way the entire Sovereign business delivers a consistent customer experience. Overall we were delighted with the output and have begun our plan to implement some major changes within Sovereign.

You decide

You can choose the whole programme of delivery (approximately 10-20 days) or individual options on a day-to-day basis, depending on what you need.

We also offer retainer days where companies can 'buy' consultants time across a day per week, fortnight, month etc, on a semi-permanent basis to support on-going projects and transformation.

Read some of our case studies to understand how we can help.

Getting in touch

Let's discuss how we can help your journey:



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www.welshcontactcentreforum.co.uk



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